Bill Fountain

OPERATIONS AND TRANSPORTATION LEADERSHIP

Lake Villa, IL | 224-456-1664 | bill@billfountain.com

Transportation operations leader with 16 years at Quality Carriers, advancing from CDL driver and trainer to safety and compliance manager and terminal manager. Leads union terminal operations for bulk chemical transportation, with responsibility for staffing, safety, environmental compliance, customer service and profitability. Builds customer portals, databases and reporting dashboards that support operational and financial decisions.

CORE EXPERTISE

Terminal operations | Union workforce leadership | Safety and compliance | Employee training | Customer relationships | Emergency response | Operational reporting | Database and web development

PROFESSIONAL EXPERIENCE

QUALITY CARRIERS | Bristol, WI | June 2010 - Present

Terminal Manager Jan 2018 - Present

- Direct daily terminal operations for domestic and international bulk chemical transportation, with accountability for safety, service, operating efficiency, environmental compliance and profitability.
- Lead 7 operational support staff, 6 union mechanics and 35 union over-the-road CDL drivers; manage hiring, onboarding, employee relations and corrective action under a collective bargaining agreement.
- Develop and maintain customer portals, internal dashboards and database reporting tools used by customers and leadership to evaluate operational and financial performance.
- Manage key customer relationships and coordinate service needs with drivers, mechanics and support staff.
- Train employees, contractors and customers on operational procedures and safety requirements.
- Serve as incident commander during chemical emergencies, coordinating with first responders and supporting product transfers from damaged tankers to secure equipment.

Safety and Compliance Manager Nov 2015 - Jan 2018

- Managed safety and compliance for bulk chemical transportation involving 35+ union company drivers, including DOT and OSHA requirements, customer policies and dispatch procedures.
- Worked with customers, drivers, mechanics and office staff to address safety concerns at the terminal and customer locations.
- Built customer reporting systems and internal dashboards supported by MySQL and Microsoft Access databases.

CDL Driver and Trainer Jun 2010 - Nov 2015

- Transported bulk chemicals throughout the U.S. and Canada under hazardous-materials and DOT requirements; trained incoming drivers in safe handling, equipment standards, hours of service and customer procedures.

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TECHNOLOGY AND INDEPENDENT BUSINESS EXPERIENCE

Web Development and Business Analytics Consultant Jan 2010 - Present

Self-Employed | Lake Villa, IL

- Develop custom websites, databases and reporting tools for business clients using PHP, MySQL, JavaScript, HTML and CSS.
- Translate business data into management reports, forecasts and dashboards using Google Charts and Power BI; work with client leadership to define reporting needs.

Founder and Product Builder 2026 - Present

CBF Performance Systems

- Build and manage web applications and digital planning tools for coaches and athletes, including workout tracking, practice planning, nutrition tracking and mental performance tools.

EARLIER EXPERIENCE AND MILITARY SERVICE

CDL Driver | United Van Lines Jul 2007 - Dec 2009

- Coordinated household relocations across the U.S. and Canada, hired local loading crews, maintained shipment inventories and handled customer service and delivery requirements.

Yeoman | United States Navy Nov 2005 - May 2007

- Managed administrative workflows and personnel paperwork for more than 1,000 sailors; built tracking databases and supported command leadership, career counselors and events for up to 500 guests.
- Earned two Navy and Marine Corps Achievement Medals and Blue Jacket of the Year; graduated Yeoman A School at the top of the class.

Database Administrator and Analyst | Trinsic Technologies Apr 2003 - Nov 2005

- Maintained SQL databases, backups and Cognos reporting; developed executive reports using SQL Server, Excel and Access.

COACHING AND COMMUNITY LEADERSHIP

Youth Football Coach | Antioch Vikings 2021 - 2026

- Served as assistant coach, head coach and offensive coordinator; planned practices, coordinated with parents and coaches, developed athletes and used game film to evaluate performance.
- Selected as a head coach for the 2025 Illinois All State Game; coached in the 2025 TCYFL All Star Game.

Personal Trainer and Nutrition Coach | Self-Employed Jun 2021 - Present

- Plan individual training and nutrition coaching around client goals; manage client recruitment, programming, marketing and business administration.

EDUCATION, CREDENTIALS AND TECHNICAL SKILLS

High School Diploma | Escambia Academy, Atmore, AL

Certifications: NASM Certified Personal Trainer and Certified Nutrition Coach; CPR/AED. NASM specializations include youth exercise, behavior change, weight loss and virtual coaching.

Tools: PHP, JavaScript, HTML, CSS, MySQL, SQL Server, Microsoft Access, Excel, Power BI, Cognos, Google Charts, Google Ads and Google Analytics.